

What is claimed is:

1. A method of querying a status of an electronic insurance policy comprising:

- receiving an inputted insurance policy number;
- querying an initial status and an operation flow set of the electronic insurance policy corresponding to the policy number when the policy number is a valid policy number, wherein the operation flow set represents performed operation flow of the electronic insurance policy corresponding to the policy number;
- obtaining a mapped status subset according to a status total set to which the initial status belongs and a status that each operation flow in the operation flow set is mapped in the status total set; and
- displaying the initial status of the electronic insurance policy and the obtained status subset.

2. The method according to claim 1, wherein the method further comprises:

- obtaining a creation time of the pre-stored initial status of the electronic insurance policy and a creation time of the pre-stored operation flow; and
- correspondingly displaying the creation time of the operation flow and a status that the operation flow is mapped in the status total set, and correspondingly displaying the creation time of the initial status and the initial status.

3. The method according to claim 1, wherein the step of receiving the inputted policy number comprises:

- scanning a barcode or a QR code carrying information of the policy number;
- and
- regarding a policy number identified in the barcode or the QR code as the inputted policy number.

4. The method according to claim 1, wherein the method further comprises:

- determining whether the operation flow set comprises a return; and
- obtaining the mapped status subset according to the status that each operation

flow in the operation flow set is mapped in the status total set, when the operation flow set does not comprise the return.

5. The method according to claim 1, wherein a status code indicating a corresponding status is preset for each status, and the status code is stored in the status total set; and the method further comprises:

obtaining a status subset of a mapped status code according to the status total set to which the status code of the initial status belongs and the status code that each operation flow in the operation flow set is mapped in the status total set; and

displaying a status represented by the status code in the obtained status subset.

6. A device of querying a status of an electronic insurance policy, wherein the device comprises:

a policy number receiving module configured to receive an inputted policy number;

a querying module configured to query an initial status and an operation flow set of the electronic insurance policy corresponding to the policy number when the policy number is a valid policy number, wherein the operation flow set represents performed operation flow of the electronic insurance policy corresponding to the policy number;

a status obtaining module configured to obtain a mapped status subset according to a status total set to which the initial status belongs and a status that each operation flow in the operation flow set is mapped in the status total set; and

a status displaying module configured to display the initial status of the electronic insurance policy and the obtained status subset.

7. The device according to claim 6, wherein the device further comprises:

a time obtaining module configured to obtain a creation time of the pre-stored initial status of the electronic insurance policy and the creation time of the pre-stored operation flow; and

the status displaying module is further configured to correspondingly display the creation time of the operation flow and a status that the operation flow is mapped in the status total set, and correspondingly display a creation time of the initial status and the initial status.

8. The device according to claim 6, wherein the device further comprises:

a scanning module configured to scan a barcode or a QR code carrying information of the policy number; and

the policy number receiving module is further configured to regard a policy number identified in the barcode or the QR code as the inputted policy number.

9. The device according to claim 6, wherein the device further comprises:

a determining module configured to determine whether the operation flow set comprises a return; and

the status obtaining module is further configured to obtain the mapped status subset according to the status that each operation flow in the operation flow set is mapped in the status total set, when the operation flow set does not comprise the return.

10. The device according to claim 6, wherein the status obtaining module comprises:

a status code obtaining unit configured to obtain a status subset of a mapped status code according to the status total set to which the status code of the initial status belongs and the status code that each operation flow in the operation flow set is mapped in the status total set; and

the status displaying module is further configured to display a status represented by the status code in the obtained status subset.

11. A user terminal comprising one or more processors and a memory having computer-readable instructions stored therein that, when executed by the processor, cause the one or more processes to perform the following steps:

receiving an inputted policy number;
querying an initial status and an operation flow set of the electronic insurance policy corresponding to the policy number when the policy number is a valid policy number, wherein the operation flow set represents performed operation flow of the electronic insurance policy corresponding to the policy number;
obtaining a mapped status subset according to a status total set to which the initial status belongs and a status that each operation flow in the operation flow set is mapped in the status total set; and
displaying the initial status of the electronic insurance policy and the obtained status subset.

12. The user terminal according to claim 11, wherein the processor further performs the following steps:

obtaining a creation time of the pre-stored initial status of the electronic insurance policy and a creation time of the pre-stored operation flow; and
correspondingly displaying the creation time of the operation flow and a status that the operation flow is mapped in the status total set, and correspondingly displaying the creation time of the initial status and the initial status.

13. The user terminal according to claim 11, wherein the step of receiving the inputted policy number performed by the processor comprises:

scanning a barcode or a QR code carrying information of the policy number;
and
regarding a policy number identified in the barcode or the QR code as the inputted policy number.

14. The user terminal according to claim 11, wherein the processor further performs the following steps:

determining whether the operation flow set comprises a return; and
obtaining the mapped status subset according to the status that each operation

flow in the operation flow set is mapped in the status total set, when the operation flow set does not comprise the return.

15. The user terminal according to claim 11, wherein a status code indicating a corresponding status is preset for each status, and the status code is stored in the status total set; and the processor further performs the following steps:

- obtaining a status subset of a mapped status code according to the status total set to which the status code of the initial status belongs and the status code that each operation flow in the operation flow set is mapped in the status total set; and

- displaying a status represented by the status code in the obtained status subset.

16. One or more non-transitory readable storage medium having computer-readable instructions stored thereon that, when executed by one or more processors, cause the one or more processors to perform the following steps:

- receiving an inputted policy number;

- querying an initial status and an operation flow set of the electronic insurance policy corresponding to the policy number when the policy number is a valid policy number, wherein the operation flow set represents performed operation flow of the electronic insurance policy corresponding to the policy number;

- obtaining a mapped status subset according to a status total set to which the initial status belongs and a status that each operation flow in the operation flow set is mapped in the status total set; and

- displaying the initial status of the electronic insurance policy and the obtained status subset.

17. The storage medium according to claim 16, wherein the processor further performs the following steps:

- obtaining a creation time of the pre-stored initial status of the electronic insurance policy and a creation time of the pre-stored operation flow; and

- correspondingly displaying the creation time of the operation flow and a status

that the operation flow is mapped in the status total set, and correspondingly displaying the creation time of the initial status and the initial status.

18. The storage medium according to claim 16, wherein the step of receiving the inputted policy number performed by the processor comprises:

- scanning a barcode or a QR code carrying information of the policy number;
- and

- regarding a policy number identified in the barcode or the QR code as the inputted policy number.

19. The storage medium according to claim 16, wherein the processor further performs the following steps:

- determining whether the operation flow set comprises a return; and
- obtaining the mapped status subset according to the status that each operation flow in the operation flow set is mapped in the status total set, when the operation flow set does not comprise the return.

20. The storage medium according to claim 16, wherein a status code indicating a corresponding status is preset for each status, and the status code is stored in the status total set; and the processor further performs the following steps:

- obtaining a status subset of a mapped status code according to the status total set to which the status code of the initial status belongs and the status code that each operation flow in the operation flow set is mapped in the status total set; and
- displaying a status represented by the status code in the obtained status subset.